

**Easterling, Deborah**

230438

**From:** Easterling, Deborah  
**Sent:** Tuesday, June 14, 2011 11:44 AM  
**To:** 'Tom Callan'  
**Subject:** RE: Protest/Complaint

Dear Mr. & Mrs. Callan,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email to our Clerk's Office for processing. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling  
Administrative Assistant

RECEIVED  
MAIL

**From:** Tom Callan [<mailto:tj3callan@gmail.com>]  
**Sent:** Tuesday, June 14, 2011 10:06 AM  
**To:** Contact  
**Subject:** Protest/Complaint

Reference Docket No. 2011-47-WS

My wife and I reside at 229 Forty Love Point and are customers of Carolina Water Service (CWS), Inc., and wish to lodge a formal protest/complaint against CWS application for a rate increase.

This email complaint is written at a time when once again we the residents of the Forty Love Point Community are under a "boil water advisory" posted via CWS by telephonic recorded notification and a placard at the entrance to our community. This boil water advisory is a curring issue, which takes place about quarterly. I know of no one in the Columbia City Water system or the Augusta, GA Utility system that has to endure recurring boil water notices, which include recommendations to reduce water consumption during the boil water period (proposed in this instance to be 14 and 15 June), which is routinely of 2 or 3 days duration. The recommendation to reduce consumption also includes the comment that use may contaminate residential water pipes. There is no rate reduction or credit applied during these periods despite the potential adverse condition of the water quality and pressure.

These boil water instances (#1) are but one of the recurring problems facing CWS subscribers. We routinely have poor water quality (#2), that includes heavy chlorine smell; cloudy or discolored water, and recurring problems with excessive minerals in the water that damage appliances such as coffee pots, dishwashers and water heaters, and make washing laundry difficult due to discoloration. We also have instances of low water pressure (#3).

Throughout the recurring problems that we the residents have experienced, CWS has made some effort to remedy concerns, but none have had any lasting impact and we receive no rate adjustment/credit, nor do any of the "fixes" last more than a brief period.

I feel that we the residents of the Forty Love and Indian Fork communities have been repeatedly subjected to inferior water quality conditions and have been unable to resolve this recurring situation. Frankly, instead of a rate increase I would recommend that the public service commission require CWS to pay to connect our service communities to Columbia City Water, which surrounds our communities within a fraction of a mile. Furthermore, CWS is unable to provide sufficient water pressure/volume to enable the installation of fire hydrants that leaves our community at risk in the event of a fire, such as the one that occurred a few years ago on Heller Rd, wherein the responding fire company could not access lake water fast enough to extinguish the fire.

Bottom line - we already pay a lot for very little. If CWS needs a rate increase to continue in this business line in our service area then they should get out of the business since they have are an abysmal failure at providing consistent quality water service.

Sincerely,

Thomas J. & Ursula B. Callan  
229 Forty Love Point

*Chopin SC 29036*